SBC Communications Inc.
Information Security Policy

Attachment A

1. Information in the possession of SBC Communications, Inc. (SBC), whether belonging to SBC, any of its affiliated companies, or held in trust for, or on behalf of, its customers, clients, subcontractors, or personnel, is an important asset. As such, it must be protected to an extent and for a period commensurate with its value and the degree of damage that could result from its unauthorized disclosure or modification, misuse, destruction, or non-availability. Information protection is dependent upon verification of the following criteria:

   a. Confidentiality: the confidentiality of sensitive information including (but not limited to): intellectual capital, proprietary or restricted proprietary information, unclassified but sensitive information belonging to SBC, information subject to attorney-client or physician-patient privileges, and information subject to other legislative or regulatory protections shall be maintained

   b. Integrity: information must be protected from illicit destruction or modification so that the integrity of the information is assured.

   c. Availability: information must be available when and where needed to support the analytic and decision-making processes that enable SBC to function efficiently, and to ensure that SBC can serve its customers and clients effectively.

2. The protection of information assets is necessary to manage business risk to the organization. This requires data classification and risk management techniques using a balanced, cost-effective mix of security disciplines and technologies. This may include requirements for information systems security, procedural and administrative security, personnel security, physical security, and other types of security as developed by the Corporate Information Security (CIS) organization.

3. CIS is responsible for developing and communicating specific policies, standards, guidelines and other reference materials in support of this policy. Responsibility for the protection of information assets rests with all SBC employees at all levels, through the adoption of these policies, standards and guidelines into general business practices.

4. Access to information and/or computing resources will be granted as needed to perform required functions. Individuals or processes will not be given access to information otherwise requiring protection unless and until such access is required. This access must be formally authorized in accordance with SBC conventions and standards.

5. In protecting its information assets, SBC will obey all applicable laws and regulations. SBC requires its employees to meet the highest ethical standards in dealing with clients, customers, vendors, the public, and other SBC personnel.

MATRIX OF BACK-OFFICE DATABASES AND THEIR FUNCTIONS

BACK OFFICE SYSTEM ACRONYM	ACRONYM SPELLED OUT	INFORMATION STORED IN THE SYSTEM	DOES SYSTEM CONTAIN LOOP QUALIFICATION INFORMATION	PURPOSE OF THE INFORMATION	ADDITIONAL COMMENTS
ACIS	Ameritech Customer Information System	ACIS is an Ameritech regionally developed common system that supports the Service Negotiation, Customer Order Processing, Service Order Distribution, Customer Billing, Bill/Customer Inquiry and Revenue Journalization processes.	ACIS does not contain loop qualification information. Information is provided to all CLECs in the form of their local bill.	It is a record of the established billing on a monthly cycle between AIT and the CLEC.	CLECs would not require ACIS for: • Serv Negotiation-CLECs should have their own . Customer Care system for end user negotiating. • Customer Order Processing – this order process is internal to AIT. It is not the LSR. • Service Order Distribution – AIT's internal order distribution, not LSRs. • Customer Billing – Billing of AIT customers. • Bill/Customer Inquiry and Revenue Journalization – AIT's customer bill inquiries and revenue, proprietary information. • Bill generation – AIT customer bills, including CLECs – proprietary.
ASON	Ameritech Service Order Negotiator	Service Order Entry Legacy System ACIS-ASON/ASON+ is the AIT internal service order entry for all accounts (desktop, client portion.) ASON support service order entry in the Universal Service Order format. ASON+ supports service order entry using English based screens. The system calculates rates, gets due date information, validates address, and assigns telephone	ASON does **not** contain loop qualification information. ASON is an Ameritech order entry system available to CLECs.	CLECs can use ASON to create their own Ameritech service orders instead of issuing LSRs.	CLECs were offered direct access to ASON for Ameritech via Accessible Letter CLECAM00-103 on September 18, 2000.

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		numbers. The system also supports number pooling and portability, supports provisioning			
APTOS	Automatic Pricing, Terminals, Options & Services (Support System) (application gateway)	**APTOS is not a back-office database used in Ameritech.**	APTOS does **not** contain loop qualification information.		
ARES	Ameritech Records and Engineering System	ARES is a mechanized record keeping and engineering design tool which automates the engineering process from layout to detail record posting. It is used by Outside Plant engineers and planning engineers. It communicates designs to construction forces, identifies the state of the job and updates the outside plant records. ARES is based on software owned and maintained by Intergraph, Inc. It is a distributed processing, UNIX based, AM-FM graphics system. The system is deployed to 99%+ Outside Plant Engineers. ARES contains an inventory of both copper and fiber cables, but does not have any assignment information that is used during the provisioning process.	ARES contains loop qualification information used for pre-ordering - loop qualification.	ARES is the inventory of record that maintains the actual configuration of the Ameritech-IL outside plant.	

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		ARES contains inventory information showing cable type, length, gauge, location of splices, terminals, remote terminals, loop electronics, cross-connects, manholes, vaults and cabinets. ARES also maintains location and ownership of poles, building entrance facilities. ARES also has pending construction jobs that will affect or augment the plant. ARES keeps a record of pair counts, ranges and splicing information that show how the pairs are connected from the central office to each termination point. ARES contains information only to the serving terminal for the customer location. LFACS maintains any additional information from the terminal to the customer's premises.			
CABS	Carrier Access Billing System	Developed by Ameritech to bill access charges to inter-exchange carriers. Access is the means whereby end user customers reach inter-exchange carriers via the Ameritech network. Databases and reports provide a source of data for tariff development, pricing support, corporate journals, and other financial	CABS does **not** contain loop qualification information. Billing is stored in CABS. CLECs receive their local	CABS is used to provide billing and billing data to CLECs for many unbundled elements.	

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		planning functions in addition to billing.	bill in a CABS format.		
CRIS	Customer Records Information Systems	CRIS is not a back-office database used in Ameritech.	CRIS does **not** contain loop qualification information.		
ESOI	Error Service Order Image	ESOI is a system that identifies errors on service orders internal to AIT prior to distribution. Most common errors are typos.	ESOI does **not** contain loop qualification information.	Errors would be provided to CLECs if they were issuing orders directly into ASON.	Service order (ASON) errors are currently resolved by the Local Service Center.
LASR	Local Access Service Request	LASR is not a back-office system used in the Ameritech region.	LASR does **not** contain loop qualification information. LASR is not used in Ameritech.		
LEIS/LEAD	Loop Engineering Information System / Loop Engineering and Assignment Data	A Telcordia-developed decision support system. It is used by outside plant engineering to formulate and evaluate growth and rehabilitation plans for the Ameritech local telephone loop. Mechanized assignment data. Provides planning and design capabilities in an environment of new services and technologies. Designed to aid loop network providers, such as telephone, cable and wireless companies in meeting service delivery challenges. Comprised of two major appls-LEAD and PLAN.	LEAD/LEIS has the same OSP configuation information contained in LFACS. LEAD data is one of the sources for the new LoopQual system deployed in Ameritech-IL in March, 2001.	Source data to Loop Qual system	Planning and economic Information in this system is to be considered proprietary. Assignment data obtained from LFACS contains both proprietary and non-proprietary data. Changes here reflect the implementation of the new Loop Qual system at Ameritech-IL. This system has different data requirements than the previous application.

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		Includes a set of decision and economic study tools for performing analysis, such as those employing capital utilization criteria. The system takes into account the impact of the changing demands and emerging technologies that influence the decision process. Includes a collection of decision and economic study appls that assist in network management; Capital Utilization Criteria(CUCRIT), a Distribution Area rehabilitation tool that gives an economic comparison of current and projected rehabilitation alternatives. A loop appl data model that provides user-defined query capabilities to facility maintenance and modification data and a digital line engineering tool that helps in determining optimal copper T1 repeater spacing within the network. The LEAD database is a copy of the LFACS assignment data that is extracted from the production systems on a monthly basis. LEAD is the underlying database for the decision support tools provided by the other LEIS applications. LEAD contains cable, pairs, circuit identification, class of service, service address, serving terminals, remote terminals, serving area interface and other connection points. LEAD has both			

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		working and spare loop information, but does not contain detailed loop makeup data.			
LFACS/ FACS	Loop Facility Assignment and Control System/ Facility Assignment & Control System	LFACS maintains an inventory of outside plant facilities and their relationships with customer addresses. It provides support for the Loop Assignment Center personnel in the areas of service order processing and the supporting of outside plant engineering. FACS is the umbrella of systems that includes Service Order Analysis and Control (SOAC), Tandem SOAC (also called the FACS-TIRKS interface) and LFACS.	LFACS contains loop qualification information used for pre-ordering loop qualification and ordering of loops and is a key source of data. LFACS has loop make up information for some addresses, primarily if special services are present at that location. This data is not used by Loop Qual, as ARES is the more accurate source.	LFACS is a source of data supplied in response to a CLEC request for loop qualification data.	LFACS is triggered by a firm service order. It evaluates the service and assigns the optimal, available facility. LFACS has fields for Loop Make Up data, but this information is not reliable. As a result, Loop Qual gets LMU information directly from ARES during the pre-order process.
LMOS	Loop Maintenance Operations Systems	LMOS runs on both mainframe and mid-range platforms. The mainframe piece creates and maintains detailed line record information on each subscriber within the geographical area served by the host. It stores and	LMOS contains only loop assignment information passed to it on the service order from	Service order activity and repair work triggers this system. Historical trouble	Access to LMOS repair tickets are provided to CLECs through EBTA.

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		maintains historical data created from closed subscriber lines. The mid-range component receives from the IBM mainframe and also maintains line record information on each subscriber within the geographical area. It opens and tracks customer trouble reports and forwards historical data to the host mainframe. It automates the screening, testing, dispatching, and closing of telephone repair.	LFACS.	information is provided on a TN.	
MARCH	Memory Activate/Assignment Recent Change Host	Telcordia's Memory Administration system that translates line service order data into recent change messages and transmits these messages to the central office switches. Service orders are processed for new installs, change orders, disconnects, denials, restorals, etc. for POTS, Business Centrex and ISDN activity. MARCH supports 1/1'AESS, 2/2'AESS, 3ESS, 5ESS, DMS10, DMS 100 and third party vendor switches such as Siemens via a Generic Interface. In addition to processing order information received from the service order Analysis and Control (SOAC), MARCH processes messages received from COSMOS, Ameritech Centrex Mate via the COR Interface and E911 emergency service orders. RCMAC is the primary user of the MARCH	MARCH does **not** contain loop qualification information.	This system is dependent on other AIT systems containing E911 and other proprietary information.	This system does not maintain a static network database. Instead, it is an order translator, only holding information in the process of translating/transmitting it between the service order system(s) and the central office switches.

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		application and inputs orders manually that do not flow-through, resolves discrepancies and switch rejected messages and trouble shoots! MARCH is currently deployed in production in Ohio, Indiana, Michigan, and Wisconsin and runs on UNISYS 7000/51 supermini computers. Illinois has MARCH in a test environment on the same platform.			
PLAN	Not an acronym	PLAN is a Telcordia module that uses existing facility information contained in LEAD and additional route forecasting data entered by planner.	Ameritech ceased to use this database since 1992.		No longer used.
PREMIS	Premises Information System	PREMIS is a data base information retrieval system used by Residence, Business, Coin and Carrier Access Service Centers during service order negotiations. PREMIS provides address validation, telephone numbers for selection, equal access carrier information.	PREMIS does **not** contain loop qualification information. PREMIS is not used in Ameritech.		
SOAC	Service Order Analysis and Control	Performs two major roles in the network of integrated provisioning systems. 1) Provides a user-tunable Service Order Processor (SOP) interface to provisioning and 2) Acts as a process controller for the distributed provisioning systems. It serves as an interface between an operating company's Service	SOAC does **not** contain loop qualification information. Major functions: translate and transform USO-format service orders	This system is dependent on other AIT systems containing proprietary information.	This system does not contain a static database of network information useful to CLECs in pre-ordering or ordering DSL services. SOAC serves as a 'traffic cop' between the service order systems and the provisioning systems, routing information between those

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		Order Processor (SOP) and the facility assignment systems, LFACS and SWITCH. Major functions performed by the SOP interface portion of SOAC are: read and parse the service order; extract relevant service order data; create assignment requests for components/systems; generate assignment section from assignment responses; and send status and assignment section/error section to the SOP. As a process controller for the distributed provisioning systems, SOAC provides a central point of status on the service order and of service order control for the assignment process. It is also responsible for updating the assignment/provisioning data in other components/systems.	received from the SOP into requests for facility assignments; sequence the requests for assignments through the outside plant and/or central office facility assignment systems; keep track of the assignment status with respect to the facility assignment systems; (when all assignments have been made) translate the assigned facilities into USO-format assignment sections to be returned to the SOP; and maintain the overall control and status of service orders for the duration of		systems to cause the assignment of resources to a service order and then cause the provisioning of those elements.

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			their lifetimes in FACS.		
SORD	Service Order Retrieval and Distribution	SORD is a mechanized, on-line service order processing system for SWBT. It provides a means to create, store, edit, maintain, and distribute requests to other involved work groups for establishing, disconnecting or changing a customer's services and account. SORD/TELMEX is being provided to TELMEX under contract by SWBT. The contract includes software, maintenance, processing and limited enhancements. SORD/SW and SORD/TELMEX are both maintained under the same application recovery manual.	SORD does **not** contain loop qualification information. SORD is not used in Ameritech. This is an order entry system used in Pacific Bell, Nevada Bell, and Southwestern Bell, not AIT.		
SWITCH/ FOMS/FUSA	SWITCH/ Frame Order Management System.	SWITCH inventories and assigns central office switching equipment along with related facilities and equipment. FOMS helps manage and administer frame work activity. Their primary impact is to the front-line business process of establishing customer service. The SWITCH System is a provisioning inventory and assignment system developed by Telcordia. It supports inventory and assignment of switching machine termination's, along with central office facilities and equipment. It provides for administration of the switching	SWITCH does **not** contain loop qualification information. This is an inventory system updated upon completion of a service order.	This is proprietary information because it contains all CLEC equipment data.	Since SWITCH contains equipment inventory from all CLECs located in a central office, this data would be considered proprietary.

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		machine and its associated frames. The Frame Operations Management System supports the frame work forces by providing work instructions, frame work management, and jeopardy processing. Telcordia developed FOMS. SWITCH is a trademark of Telcordia. Sends pending orders to FOMS/FUSA.			
SWITCH/DLE	SWITCH / Digital Loop Electronics	SWITCH/DLE is a subsystem of SWITCH that gives it the capability to inventory digital loop electronic equipment that is remotely located in the field. SWITCH/DLE has the ability to inventory ADLU line cards that are used to provide the data portion of the broadband service offering.	SWITCH/DLE does not contain loop qualification data.		
TIRKS	Trunk Integrated Records Keeping System	TIRKS is the inventory control and assignment system for equipment and facilities associated with the interoffice and trunk network. TIRKS is also used to assign and design those facilities to special services circuits and interoffice message trunks. TIRKS contains trunk equipment, analog and digital carrier facility equipment, SONET and asynchronous terminal equipment, interoffice fiber and copper cables. TIRKS also maintains a service record for all special services, carrier	Since Ameritech-IL uses the POTS provisioning and maintenance processes for all components associated with xDSL, TIRKS is not involved in any xDSL function, nor does it include any loop inventory or qualification information.	Information is used to manage interoffice inventory, special services and message trunks.	TIRKS contains considerable customer specific proprietary information

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		facilities and message trunks. TIRKS primarily supports users in Circuit Provisioning, Trunk Management and Facilities Planning organizations. Other groups would use this data if they have a need to access equipment and facilities associated with the interoffice network. TIRKS can receive and store information from LFACS for special services circuits, including loop make up stored in that system.			
WFA/C	Work and Force Administration /Control	WFA/C coordinates and tracks the activities associated with installation and maintenance of special service, message, carrier, and non-designed circuits.	Ameritech-IL does not use WFA/C to manage the installation or repair of xDSL services. WFA/C does **not** contain loop qualification information	Ameritech-IL does not use WFA/C to manage the installation or repair of xDSL services.	DSL and loop qualification information is not contained in this system and all order tracking information is already available to CLECs.
WFA/DI	Work and Force Administration / Dispatch In	An automated system which supports the dispatch and work management for central office local field organizations. WFA/DI can receive special services, interoffice facility and message trunk work orders from TIRKS, determine	WFA/DI does **not** contain loop qualification information. WFA/DI is not	Data in WFA/DI is proprietary since it pertains to management of Ameritech Illinois central	

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		technician skill set and availability, then load work to individual technicians to perform. When the work is complete, WFA/DI will notify WFA/C that it has been finished. WFA/DI can also track time allocated to each work step and transmit to the time reporting systems.	involved in xDSL orders.	office personnel.	
WFA/DO	Work and Force Administration/ Dispatch Out	An automated system which supports the dispatch for outside plant installation, maintenance and routine work by the Special Service Dispatch Administration Centers (SSDAC). It is designed to mechanize the dispatch functions for non - designed an circuits through a set of specially developed user transactions and features. It supports several labor intensive dispatch and completion functions by automatically screening, pricing, napping, routing, scheduling and loading of dispatchable work within the SSDAC. This application mechanizes the process of loading and managing installation and maintenance work groups involved in providing the local loop portion of a circuit.	WFA/DO does **not** contain loop qualification information. WFA/DO is used in the tracking of dispatched order activity and is provided.. Ameritech does not currently use WFA/DO to dispatch POTS service orders, although that capability is planned for 2001-2002	Data in WFA/DO is proprietary since it pertains to management of Ameritech Illinois outside installation and repair personnel.	DSL and loop qualification information is not contained in this system and all order tracking information is already available to CLECs.

ATTACHMENT C

CONFIDENTIAL

ATTACHMENT D

CONFIDENTIAL

ATTACHMENT E

CONFIDENTIAL